

# DHS Specialty Care NEWS

April 30<sup>th</sup>, 2014

## Successful eConsult Forum

Enhancing the PCP – Specialist Discussion

On April 10<sup>th</sup>, 2014 over 50 specialists and primary care providers (from both DHS and Community Partners) gathered to discuss the first 20 months of eConsult use, learn from each other and plan for more effective future use of the tool.

### Quotes from the forum:

“It was so helpful to learn the challenges the PCPs face”.

*-DHS Specialist*

“It was useful to see what people are thinking from both the PCP and specialist perspectives.”

*- DHS PCP*

“I understand the DHS system better”

*-Community Partner PCP*

“It was great to put a face to the name of the person I had been eConsulting with for the past year!”

*- DHS Specialist*

## Nurse Practitioner Program

DHS NP students complete specialty rotations

This spring, 20 Nurse Practitioner Students with the **DHS-Charles Drew University Nurse Practitioner Training Program** completed 2-3 month rotations with specialty clinics all around the DHS system. At the end of their rotations, many of the students found that they thoroughly enjoyed the specialty they rotated in and look forward to continuing their careers as DHS Specialty Nurse Practitioners after their graduation this summer. Congratulations to all these students!

## ORCHID is coming!

Online, Real-Time Centralized Health Information Database

The ORCHID project is moving rapidly and DHS is looking forward to having a fantastic new Electronic Health Record to use in its care of patients. Subject Matter Experts (SMEs) from DHS specialty services have been working diligently with the ORCHID team to prepare us for use of this new tool. For questions please email the ORCHID project team at [ORCHID@dhs.lacounty.gov](mailto:ORCHID@dhs.lacounty.gov)

## eConsult update!

77,000 eConsults and counting!

eConsult has now expanded to 24 specialty services with the recent addition of **Infectious Disease, HIV Services, Oncology, Orthopaedic Surgery, Physical Medicine and Rehabilitation, Physical Therapy, Occupational Therapy and Speech Therapy**. We expect to see additional surgical specialties come on board in late May – more progress toward our goal of bringing all specialties onto eConsult.

### By the numbers....

**24** Specialty Services (Cardiology, Dermatology, Diabetes, Endocrinology, Gastroenterology, Gynecology, Hematology, Hepatology, HIV Services, Infectious Disease, Nephrology, Neurology, Obstetrics, Occupational Therapy, Ophthalmology, Orthopaedics, Otolaryngology, Physical Medicine and Rehabilitation, Physical Therapy, Podiatry, Rheumatology, Speech Therapy and Urology)

**228** DHS Specialty Reviewers

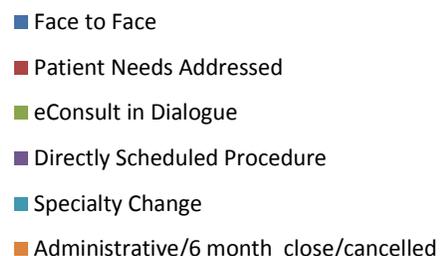
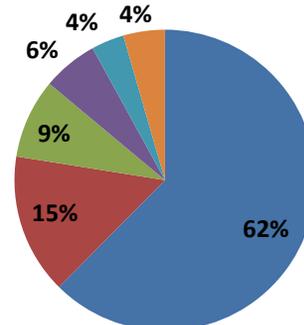
**2.8** days = Average Specialty Reviewer response time

**180** sites (47 DHS and 133 Community Partner)

**1,630+** Primary Care Providers using eConsult System

### Submitted eConsults

N = 77,459



## Introducing Danny Johnson

The Specialty Care Improvement Team is growing!

We are happy to announce the addition of Danny Johnson so the eConsult support team. Danny will be a primary point of contact for all eConsult users who need assistance with any aspect of eConsult use. Welcome Danny!

DHS eConsult Help Desk - (213) 240-8443

For Questions or suggestions about the DHS Appointment Service Center please contact Dawn Flores – [dflores@dhs.lacounty.gov](mailto:dflores@dhs.lacounty.gov)

For Information about eConsult or SPC Workgroups, contact Ari Padilla – [apadilla3@dhs.lacounty.gov](mailto:apadilla3@dhs.lacounty.gov) or Danny Johnson – [dajohnson@dhs.lacounty.gov](mailto:dajohnson@dhs.lacounty.gov).

Dr. Paul Giboney is available for any Specialty Care Initiative related questions, ideas or concerns – [pgiboney@dhs.lacounty.gov](mailto:pgiboney@dhs.lacounty.gov)